



Practice Complaints Leaflet

If you have a complaint or concern about the service you have received from the doctors or any of the staff working in this practice, please let us know. We operate a practice complaints procedure as part of a NHS system for dealing with a complaint which meets national criteria as laid down by the NHS.

How to complain

We hope that most problems can be sorted out easily and quickly, at the time they arise and directly with the person concerned. If your problem cannot be resolved in this way and you wish to make a complaint, we would like you to let us know as soon as possible - ideally within a matter of days or at most a few weeks - because this will enable us to establish what happened more easily. If it is not possible to do this, please let us have details of your complaint:

- Within 12 months of the incident that is the cause of the problem; or
- Within 12 months of discovering that you have a problem,

Complaining on behalf of someone else

Please note that we keep strictly to the rules of patient medical confidentiality. If you are complaining on behalf of someone else, we have to be assured that you have their permission to do so. A note signed by the patient concerned will be needed, unless they are incapable (because of illness) of providing this.

What you should do

Complaints should be addressed to:

The Practice Manager

Telephone: 01480 462206 email: cromwell.place@nhs.net

Alternatively, you may ask for an appointment with the Practice Manager in order to discuss your concerns. The Practice Manager will explain the complaints procedure to you and will make sure your concerns are dealt with promptly. It will be a great help if you are as specific as possible about your complaint.

Our Commitment to You

We will acknowledge your complaint within three working days and aim to look into your complaint within a time scale agreed with you. The time taken to investigate your complaint will depend on its complexity and the number of people involved. We shall then be in a position to offer you an explanation, or a meeting if that is more appropriate. When we look into your complaint, we aim to:

- Find out what happened and what should have happened.
- Make it possible for you to discuss the problem with those concerned if this is your wish.
- Ensure the complaint is resolved to your satisfaction.
- Make sure you receive an apology, where this is appropriate.
- Identify what needs to be done to ensure the problem does not arise again.
- To assure you that submitting a complaint will not result in any discrimination against you or anyone linked to you or the complaint.

Our Principles are

- To get it right
- To be patient focussed
- To be open and accountable
- To act fairly and proportionately
- To put things right
- To seek continuous improvement

Complaining to NHS England

We hope that, if you have a problem, you will use the practice complaints procedure to ensure it is resolved. We believe this will give us the best chance of putting right whatever has gone wrong and an opportunity to improve our practice.

This however does not affect your right to approach NHS England if you feel you cannot raise your complaint with us In this instance you should contact:

NHS England, PO Box 16738, Redditch, B97 9PT
Telephone: 0300 311 22 33 Email: England.contactus@nhs.net

Complaining to the NHS Ombudsman

If your complaint is not resolved by the Practice it can be referred to The Parliamentary and Health Service Ombudsman. All records will have to be provided to assist with the resolution of your complaint. They can be contacted by;

Telephone: 0345 015 4033 or email: phso.enquiries@ombudsman.org.uk or in writing to: The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, London, SW1P 4QP or via their website:

<https://www.ombudsman.org.uk/about-us/our-principles/principles-good-complaint-handling>

http://www.legislation.gov.uk/ukxi/2009/309/pdfs/ukxi_20090309_en.pdf

The CCG Patient Experience Team (PET)

For support and help regarding issues with other NHS organisations, The Patient Experience Team provides

- Advice and support to patients, their families and carers
- Information on NHS services
- Listens to concerns, suggestions or queries
- Help to sort out problems quickly

If you would like to talk to someone in the PET, the telephone number for Cambridgeshire is 0800 279 2535 or email: capccg.PET@nhs.net

Patient Experience Team, Cambridgeshire & Peterborough CCG, Lockton House, Clarendon Road, Cambridge. CB2 8FH

ICAS

For information and help in making a complaint you can contact VoiceAbility – Tel: 0300 222 5704
Email: tvcp@voiceability.org Postal Address: The Old Granary, Westwick, Oakington, Cambridge CB24 3AR

CQC

The CQC does not manage individual complaints about GPs and their services. You can find out more about making a complaint in the CQC leaflet or from the CQC website. www.cqc.org.uk